Quality Indicators for the Provision and Use of Accessible Materials and Technologies

# Quality Indicator 1

## The agency has a coordinated system for the provision of appropriate, high-quality accessible materials and technologies for all learners with disabilities who require them.

Intent:If a learner with disabilities needs accessible materials and technologies, an agency cannot deny provision for any reason (e.g., type of disability, copyright eligibility, type of format needed, administrative concerns, fiscal concerns).

# Quality Indicator 2

## The agency supports the acquisition and provision of appropriate accessible materials and technologies in a timely manner*.*

Intent: In general, “timely manner” means that learners who require accessible materials and technologies receive them at the same time that non-disabled peers receive materials and technologies. Appropriate consideration is given to factors that could delay timely delivery. Agencies have clearly defined policies and procedures to identify and address sources of delay.

# Quality Indicator 3

## The agency develops and implements written guidelines related to effective and efficient acquisition, provision, and use of accessible materials and technologies.

Intent:Written guidelines include the roles, knowledge, skills, actions, alignment, and coordination required for delivery of accessible materials and technologies in a timely manner. Guidelines are communicated in multiple ways (e.g., webinars, infographics, websites) and broadly disseminated to ensure that all responsible parties can understand and apply them.

# Quality Indicator 4

## The agency provides or arranges for comprehensive learning opportunities and technical assistance that address all aspects of the need, selection, acquisition and use of accessible materials and technologies.

Intent: Ongoing learning opportunities and technical assistance draw from multiple sources, are offered in different forms (e.g., in person, briefs, webinars, book studies) and range from introductory to advanced to reach all stakeholders.

# Quality Indicator 5

## The agency develops and implements a *systematic data collection process* to monitor and evaluate the equitable, timely provision of appropriate, high-quality accessible materials and technologies.

Intent:Data are collected that measure the degree to which accessible materials and technologies provide all learners with disabilities the opportunity to acquire the same information, engage in the same interactions and benefit from the same services as learners without disabilities with substantially equivalent ease of use (Office for Civil Rights Compliance Review No. 11-11-6002).

# Quality Indicator 6

## The agency *uses the data collected to guide changes* that support continuous improvement in all aspects of the systemic provision and use of accessible materials and technologies.

Intent: Data are systematically analyzed to gauge effectiveness of all aspects of the current system and are used to inform actions needed to improve future practice, program planning and resource allocation.

# Quality Indicator 7

## The agency *allocates resources* sufficient to ensure the delivery and sustainability of quality services to learners with disabilities who need accessible materials and technologies.

Intent:Sufficient fiscal, human, and infrastructure resources are committed to ensure that learners’ needs are appropriately addressed (e.g., determination of need, provision of appropriate accessible materials and technologies, delivery of services, learning opportunities).